

TERMS & CONDITIONS AND REFUNDS/CANCELLATION POLICY

CLASSES AND COURSES | MESSUMS STUDIOS

Messums Studios is the educational community-facing branch of Messums.org. As such, the studio operates on a not-for-profit basis and by booking one of our courses, you support the wide work we do. All proceeds from the studio go directly back into the running of the studio. We are here for our creative community, without whom we would not exist. Cancellations, refunds, and the rescheduling of your booked activity add pressure on the administration of the studio. Please check the course information and your availability before booking a course. Thank you.

OUR CANCELLATION AND REFUND POLICY:

Our regular classes and short courses run according to a schedule. Please check your availability prior to booking your course. Individual sessions missed during your regular term-time course will not be refunded. Making up a session by coming to a different group is not an automatic right but might be allowed at the discretion of the tutor on the proviso that the safety and smooth running of the other session is not compromised by an additional member of the group. An additional fee might apply.

Individual classes might only be transferred to another person at the discretion of the tutor on the proviso that the safety and smooth running of the session is not compromised by this swap. An additional fee might apply.

We understand that sometimes cancellation of a full regular class or short course is unavoidable. In this case you can either request for your course fee to be held as your credit and applied to another course with Messums Studios or you may request a refund.

Refund for regular classes or short courses can be requested if cancelling no less than three weeks before the start. A cancellation fee of £25 will be deducted from your refund. If cancelling less than one week prior to the start of the regular class or short course the cancellation fee is half the price of the course. Any bookings cancelled within 24 hrs prior to the start of the course will not be eligible for a refund.

Our bespoke sessions are booked according to the availability of the student and tutor. Due to the intense schedule of our regular activity, we only have limited availability for our bespoke offer. A booked bespoke session can be rescheduled free of charge one calendar month or before. The reschedule fee for a booked bespoke session up to two weeks prior to the session is £15. This fee is applied to each request to re-schedule. There are no refunds.

Gift vouchers are valid for one year and booked session might be re-scheduled once during this time. Ownership of a gift voucher does not automatically guarantee a space on a course. The space on each course is subject to availability.